

C4C Chatbot Survey

Introductory and selection questions

Thank you for your interest in participating in this study. Before we explain what the study involves, please answer the following questions to confirm that you are eligible to participate in the study.

Page exit logic: Skip / Disqualify **LogicIF:** (((#1 Question "Did you interact with Gabi's chatbot?" is one of the following answers ("No") OR #2 Question "Is this your first time participating in this survey?" is one of the following answers ("No")) OR #4 Question "How old were you on your last birthday? (Age in years)" is less than "18") OR #4 Question "How old were you on your last birthday? (Age in years)" is greater than "49") **THEN:** Jump to [Pardon](#)

1) Have you interacted with Gabi's chatbot?

- Yes
- No

2) Is this your first time taking part in this survey?

- Yes
- No

Logic: Show/hide trigger exists.

3) Are you a man or a woman?

- Man
- Female

Validation: Min = 0 Max = 99 Must be numeric Whole numbers only Positive numbers only

4) How old were you on your last birthday (Age in years)*?

Informed Consent

Page exit logic: Skip / Disqualify **LogicIF:** (#5 Question "I have read and understood the informed consent form?" is one of the following answers ("No") OR #6 Question "I agree to participate in this study?" is one of the following answers ("No")) **THEN:** Jump to [Pardon](#)

Before you begin:

Study information

- We are asking you to participate in a research study because of your interaction with C4C. The purpose of this research is to understand the types of people who use the C4C tool and the reasons for their use. We also want to know what men and women think about this tool. - You must be aged between 18 and 49 to take part.

Your role in the research

- If you agree to take part in the study after reading this consent, you will automatically be directed to

an online survey based on your gender. The survey includes questions about yourself (such as your age, education level and marital status) to find out about the types of people who use the tool. We'll also ask you about your experience with the tool and your opinion of it. Finally, we'll ask you a few questions about family planning and contraception. It will take about 30 minutes to complete the survey.

Possible risks

- We believe that the risks for people taking part in this survey are low. Some of the survey questions may make you feel uncomfortable. You don't have to answer any questions you don't want to.

Possible benefits

- You will not receive any benefits from participating in this survey. The information you provide will help us improve the C4C tool, which can help people like you obtain important information about family planning.

Voluntary participation

- You are free to decide if you want to participate in this research. You don't have to answer any questions you don't want to. You can stop the survey at any time. -

If you agree to take part and then change your mind, you can stop at any time. - Your decision to participate in this study will not affect your ability to receive health services.

Confidentiality

We will

not collect any information that could link you to your survey responses. For example, we will not ask for your name or telephone number. We will protect the information you provide and your participation in this research to the best of our ability. We will only share your responses with others after we have ensured that we have no personally identifiable information about you.

Compensation

- If you choose to participate in this survey, you can receive 2000 CFA in communication credit. If you wish to receive communication credit, you must provide your cell phone number so that we can send it to you. Your telephone number will not be associated with your survey responses.

If you have any questions

This research has been reviewed and approved by the FHI 360 ethics committee and the Comité National d'Ethique des Sciences de la Vie et de la Santé (CNESVS) of Côte d'Ivoire.

If you have any questions about the research, you can call Dr Denise Kpebo, the principal investigator, on [contact info removed] from 8am to 6pm.

If you have any questions or concerns about your rights as a research participant, please contact Dr Louis Penali, Comité National d'Ethique pour les Sciences de la Vie et de la Santé, on [contact info removed].

5) I have read and understood the informed consent form?*

Yes

No

6) I agree to participate in this study?

Yes

No

Demographic participants

We'd like to start by asking you a few questions about yourself.

7) What is the highest level of education you have achieved?

- No formal schooling
- Primary school
- Secondary school
- University or technical school
- Other

8) Do you do any work for which you are currently paid or remunerated?

- Yes
- No

9) What is your current marital status?

- Married/committed to a relationship, living together
- Married/committed to a relationship, living separately
- Not married or in a committed relationship

Logic: Show/hide trigger exists.

10) Do you live in or outside Abidjan?

- In Abidjan
- Outside Abidjan

Logic: Hidden unless: #10 Question "Do you live in Abidjan or outside Abidjan?" is one of the following answers ("En dehors d'Abidjan")

11) In which district do you live?

Logic: Hidden unless: #3 Question "Are you a man or a woman?" is one of the following answers ("Woman")

12) Have you ever been pregnant?

- Yes
- No

Validation: Min = 0 Max = 25 Must be numeric Whole numbers only Positive numbers only

13) How many children do you have?

Logic: Show/hide trigger exists.

14) Have you or your partner ever used a method to delay or avoid pregnancy?

- Yes
- No

Logic: Show/hide trigger exists. Hidden unless: #14 Question "Have you or your partner ever used a method to delay or avoid pregnancy?" is one of the following answers ("Yes")

15) Are you or your partner(s) currently doing anything or using any method to delay or avoid pregnancy?

- Yes
- No
- Not applicable / no partner

Logic: Hidden unless: #15 Question "Are you or your partner(s) currently doing anything or using any method to delay or avoid pregnancy?" is one of the following answers ("Yes")

16) Which method(s) do you or your partner use?

(Select all that apply)
)

- Female sterilization
- Male sterilization
- Implant
- IUD
- Injectables
- Pills
- Emergency contraception
- Male condom
- Female condom
- Diaphragm
- Foam/Jelly (spermicides)
- Std. Days/Cycle beads
- LAM
- Rhythm method
- Withdrawal
- Other method

Social networking

17) What type of device do you typically use to access social networks such as Facebook and WhatsApp?

- A phone / tablet
- Laptop computer
- A desktop computer
- Other: _____ *

18) Who owns the device you regularly use to access social networks?

- Me
- My parent(s)
- My spouse/partner
- Another family member
- A friend

Someone else

19) Do you regularly share your phone/device or computer with others?

Yes

No

20) Which of the following social networking applications do you use?

(Select all that apply)

Facebook

WhatsApp

Twitter

Pinterest

YouTube

Instagram

LinkedIn

TikTok

21) How often do you usually use social networks?

Every day

A few times a week

Once a week

Less than once a week

Using the Chatbot

Next, we'd like to get some information about your visit to the chatbot.

Page exit logic: Skip / Disqualify **LogicIF:** #26 Question "What choice(s) did you make when Gabi asked you what you wanted to know? You can select more than one answer.

(Select all that apply)" is one of the following answers ("I don't remember or I didn't get that far") **THEN:**
Jump to [Merci!](#)

22) How did you discover Gabi's chatbot?

Facebook ad or post

Ad or post on Instagram

Announcement or post on WhatsApp

A friend or relative told me about it

My girlfriend/spouse told me about it

Other (please specify): _____

23) How many times have you used the chatbot?

Once

Twice

More than twice

24) Why did you use Gabi's chatbot?

(Select all that apply)

- I was just curious
- There was specific information I was looking for, for myself
- There was specific information I was looking for, for someone else
- I used it with someone else
- Other

25) Have you encountered any problems using the chatbot? (Select all that apply)

- I've been disconnected
- It took a long time
- The chatbot stopped responding or I received an error message
- Other (please specify): _____
- I haven't encountered any problems

Logic: Show/hide trigger exists.

26) What choice(s) did you make when Gabi asked you what you wanted to know? You can select more than one answer.

(Select all that apply)

- Information on periods
- Information on recommended methods
- Information on all FP methods
- I don't remember or I didn't go that far

Using the Chatbot (continued)

Page exit logic: Skip / Disqualify LogicIF: #29 Question "Have you seen any information about FP rules or methods in the chatbot?

" is one of the following answers ("No") THEN: Jump to [Feedback on information provided by chatbot](#)

Logic: Hidden unless: #26 Question "What choice(s) did you make when Gabi asked you what you wanted to know? You can select more than one answer.

(Select all that apply)" is one of the following answers ("Informations sur les règles")

27) Why did you want to know more about periods?

- I was just curious
- I wanted to better understand the menstrual cycle
- I have irregular periods or other menstrual problems
- Someone I know has irregular periods or other menstrual problems.
- Other (please specify): _____

Logic: Hidden unless: #26 Question "What choice(s) did you make when Gabi asked you what you wanted to know? You can select more than one answer.

(Select all that apply)" is one of the following answers ("Information on all FP methods")

28) Why did you want to know more about FP methods?

- I was just curious
- I plan to use a FP method
- I or my partner want to choose an FP method and start using it
- I am considering changing methods or my partner is considering using or changing FP methods
- I want to know more about the method I or my partner use
- Other (please specify): _____

Logic: Show/hide trigger exists. Hidden unless: #3 Question "Are you a man or a woman?" is one of the following answers ("Woman")

29) Did you see any information about FP periods or methods in the chatbot?

- Yes
- No

Page entry logic: This page will show when: #3 Question "Êtes-vous un homme ou une femme?" is one of the following answers ("Femme")

Using the Chatbot (continued)

Logic: Hidden unless: #26 Question "What choice(s) did you make when Gabi asked you what you wanted to know? You can select more than one answer.

(Select all that apply)" is one of the following answers ("Information on recommended methods")

30) Thinking about the "Recommended methods" section, how easy or difficult was it for you to answer the questions Gabi asked you? Would you say that most of them were:

- Very easy
- Fairly easy
- A little difficult
- Very difficult

Logic: Hidden unless: #26 Question "What choice(s) did you make when Gabi asked you what you wanted to know? You can select more than one answer.

(Select all that apply)" is one of the following answers ("Information on recommended methods")

31) How difficult or easy was it to use the chatbot's "Recommended methods" section? Was it...

- Very easy
- Fairly easy
- A little difficult

Very difficult

Logic: Hidden unless: #26 Question "What choice(s) did you make when Gabi asked you what you wanted to know? You can select more than one answer.

(Select all that apply)" is one of the following answers ("Information on recommended methods")

32) Have you encountered any of the following challenges with the "Recommended methods" section?

(Select all that apply)

Some or all of the questions were difficult to understand or answer

There were too many questions

I encountered technical difficulties with the chatbot, for example it stopped responding or I lost the connection

Other (please specify): _____

Logic: Hidden unless: #26 Question "What choice(s) did you make when Gabi asked you what you wanted to know? You can select more than one answer.

(Select all that apply)" is one of the following answers ("Information on recommended methods")

33) Did you receive a list of one or more recommended methods based on the answers you gave Gabi?

Yes

No

Reference QR code

Page exit logic: Skip / Disqualify LogicIF: #34 Question "Did you receive a QR code to refer you to a health facility where you could receive family planning services?

"is one of the following answers ("No") THEN: Jump to [Future family planning plans](#)

Logic: Show/hide trigger exists. Hidden unless: #29 Question "Have you seen any information about PF rules or methods in the chatbot?

" is one of the following answers ("Yes")

34) Did you receive a QR code to refer you to a health facility where you could receive family planning services?

Yes

No

Reference QR code (continued)

Page exit logic: Skip / Disqualify **LogicIF:** #35 Question "Will you use or have you used the referral to obtain family planning services in the health facility?" is one of the following answers ("I'm not sure yet") **THEN:** Jump to [Referral QR Code \(continued\)](#)

Page exit logic: Skip / Disqualify **LogicIF:** #35 Question "Will you use or have you used the referral to obtain family planning services in the health facility?" is one of the following answers ("No, I do not plan to use the referral") **THEN:** Jump to [Reason for not using the referral](#)

Page exit logic: Skip / Disqualify **LogicIF:** #35 Question "Will you use or have you used the referral to obtain family planning services in the health facility?" is one of the following answers ("I have not yet done so, but I intend to use it") **THEN:** Jump to [Plans for family planning in the future](#)

Page exit logic: Skip / Disqualify **LogicIF:** #35 Question "Will you use or have you used the referral to obtain family planning services in the health facility?" is one of the following answers ("Yes, I already have") **THEN:** Jump to [Opinion on the information provided by the chatbot](#)

Logic: Show/hide trigger exists. Hidden unless: #34 Question "Did you receive a QR code to refer you to a health facility where you could receive family planning services? " is one of the following answers ("Yes")

- 35) Will you use or have you used the referral to obtain family planning services in the health facility?**
- Yes, I already have
 - I haven't done it yet, but I intend to use it
 - I'm not sure yet
 - No, I don't plan to use the reference

Reference QR code (continued)

Logic: Show/hide trigger exists. Hidden unless: #35 Question "Will you use or have you used the referral to obtain family planning services in the health facility?" is one of the following answers ("I'm not sure yet")

- 36) Is there anything else you need to help you make the decision to use the reference?**
- Yes
 - No

Logic: Hidden unless: #36 Question "Is there anything else you need that will help you make the decision to use the reference?" is one of the following answers ("Yes")

37) What would you need?

Reason for not using the reference

Logic: Hidden unless: #35 Question "Will you or have you used the referral to obtain family planning services in the health facility?" is one of the following answers ("No, I don't plan to use the referral")

38) What is the main reason why you don't plan to use the reference?

- I never intended to use a FP method
- I'm not yet ready to use an FP method
- I already use a FP method and don't want to change it
- The health facility is not suitable for me/I prefer to obtain FP services elsewhere
- Other (please specify): _____

Future plans for family planning

Logic: Hidden unless: #15 Question "Are you or your partner(s) currently doing anything or using any method to delay or avoid pregnancy?" is one of the following answers ("No")

39) When do you plan to start using a family planning method?

- In the next 1-2 months
- In the next 3-6 months
- In the next 7 to 12 months
- 1 year or more from now
- Uncertain
- I do not plan to use any FP methods

Where would you like to obtain FP services?

40) Where do you plan to go for family planning services when you need them?

- A public hospital or clinic
- A private clinic or hospital
- A pharmacy or drug shop
- Other (please specify): _____

Opinion on the information provided by the chatbot

Now we'd like to ask you whether you agree or disagree with the following statements.

41) It was easy to use Gabi's chatbot

- Strongly disagree
- Somewhat disagree
- Somewhat agree
- Totally agree

42) It took me a long time to get the information I wanted using Gabi's chatbot.

- Strongly disagree
- Somewhat disagree
- Somewhat agree
- Totally agree

43) The chatbot taught me something I didn't know before.

- Strongly disagree
- Somewhat disagree
- Somewhat agree
- Totally agree

44) The information Gabi provided was easy for me to understand.

- Strongly disagree
- Somewhat disagree
- Somewhat agree
- Totally agree

45) I found Gabi's information very useful.

- Strongly disagree
- Somewhat disagree
- Somewhat agree
- Totally agree

46) I think the information provided by Gabi is accurate and reliable.

- Strongly disagree
- Somewhat disagree
- Somewhat agree
- Totally agree

47) I need information that Gabi hasn't provided.

- Strongly disagree
- Somewhat disagree
- Somewhat agree
- Totally agree

48) What additional information would you have liked to get from Gabi?

(Select all that apply)

- More information on the menstrual cycle
- More information on the types of FP methods available
- More information on how to use FP methods
- More information on side effects of FP methods
- More information on where to buy FP methods
- Other (please specify) : _____

Page entry logic: This page will show when: #3 Question "Êtes-vous un homme ou une femme?" is one of the following answers ("Homme")

Do you intend to discuss the...

Page exit logic: Skip / Disqualify LogicIF: #3 Question "Are you male or female?" is one of the following answers ("Male") THEN: Jump to [After using the chatbot](#)

Logic: Hidden unless: #3 Question "Are you a man or a woman?" is one of the following answers ("Man")

49) Do you intend to discuss the information you learned from the chatbot with your partner(s)? Would you say you're more confident discussing it, less confident, or the same as before?

- Less sure
- Same as before
- Safer

Logic: Hidden unless: #3 Question "Are you a man or a woman?" is one of the following answers ("Man")

50) Do you intend to discuss the information you learned from the chatbot with a healthcare professional? Would you say you're more confident discussing it, less confident, or the same as before?

- Less sure
- Same as before
- Safer

Perceived effects of the chatbot

For the next questions, please tell us your degree of certainty on a scale of 1 to 10, where 1 means you're not at all certain and 10 means you're completely certain. How sure are you that you can:

Validation: Min = 1 Max = 10

51) Discuss family size with my partner/husband

1 _____ [] _____ 10

[] Not applicable

Logic: Hidden unless: (#51 Question "Discuss family size with my partner/husband" is greater than or equal to "1" AND #51 Question "Discuss family size with my partner/husband" is less than or equal to "10")

52) Did using the chatbot give you more certainty, less certainty, or no change in your certainty (to discuss family size with your partner/husband)?

- Less certainty
- No change
- More certainty

I don't know/unsure

Validation: Min = 1 Max = 10

53) Discuss with my husband/partner whether and when I'd like to get pregnant again.

1 _____ [] _____ 10

Not applicable

Logic: Hidden unless: (#53 Question "Discuss with my husband/partner whether and when I'd like to get pregnant again

"is greater than or equal to "1" AND #53 Question "Discuss with my husband/partner whether and when I'd like to get pregnant again

"is less than or equal to "10")

54) Did using the chatbot give you more certainty, less certainty, or no change in your certainty (to discuss the possibility of pregnancy with your partner/husband)?

- Less certainty
- No change
- More certainty
- I don't know/unsure

Validation: Min = 1 Max = 10

55) Discuss specific family planning methods with my husband/partner

1 _____ [] _____ 10

Not applicable

Logic: Hidden unless: (#55 Question "Discuss specific family planning methods with my husband/partner

" is greater than or equal to "1" AND #55 Question "Discuss specific family planning methods with my husband/partner

"is less than or equal to "10")

56) Did using the chatbot give you more certainty, less certainty, or no change in your certainty (to discuss planning with your partner/husband)?

- Less certainty
- No change
- More certainty
- I don't know/unsure

Validation: Min = 1 Max = 10

57) Reach an agreement with my husband/partner on the use of methods that suit me (take into account my desires and needs).

1 _____ [] _____ 10
[] Not applicable

Logic: Hidden unless: (#57 Question "Reaching an agreement with my husband/partner on the use of methods that suit me (take into account my wishes and needs)

"is greater than or equal to "1" AND #57 Question "Reaching an agreement with my husband/partner on the use of methods that suit me (take into account my wishes and needs)

"is less than or equal to "10")

58) Did using the chatbot give you more certainty, less certainty, or no change in your certainty (to discuss methods with your husband/partner)?

- Less certainty
- No change
- More certainty
- I don't know/unsure

Validation: Min = 1 Max = 10

59) Discuss family planning with a healthcare provider

1 _____ [] _____ 10
[] Not applicable

Logic: Hidden unless: (#59 Question "Discuss family planning with a healthcare provider

" is greater than or equal to "1" AND #59 Question "Discuss family planning with a healthcare provider

"is less than or equal to "10")

60) Did using the chatbot give you more certainty, less certainty, or no change in your certainty (to discuss with healthcare provider)?

- Less certainty
- No change
- More certainty
- I don't know/unsure

Validation: Min = 1 Max = 10

61) Ask a provider to clarify something they've told me about family planning if I'm not sure I understand.

1 _____ [] _____ 10
[] Not applicable

Logic: Hidden unless: (#61 Question "Ask a provider to clarify something they told me about family planning if I'm not sure I understand

"is greater than or equal to "1" AND #61 Question "Ask a provider to clarify something they told me about family planning if I'm not sure I understand

"is less than or equal to "10")

62) Did using the chatbot give you more certainty, less certainty, or no change in your certainty (to ask the provider for clarification)?

- Less certainty
- No change
- More certainty
- I don't know/unsure

Validation: Min = 1 Max = 10

63) Telling a provider what's important to me in choosing a family planning method

1 _____ [] _____ 10
[] Not applicable

Logic: Hidden unless: (#63 Question "Telling a provider what is important to me in choosing a family planning method

"is greater than or equal to "1" AND #63 Question "Tell a provider what is important to me in choosing a family planning method

"is less than or equal to "10")

64) Did using the chatbot give you more certainty, less certainty, or no change in your certainty (to tell the provider what's important to you)?

- Less certainty
- No change
- More certainty
- I don't know/unsure

Validation: Min = 1 Max = 10

65) Get the family planning method I want, if I want one

1 _____ [] _____ 10
[] Not applicable

Logic: Hidden unless: (#65 Question "Getting the family planning method I want, if I want one

"is greater than or equal to "1" AND #65 Question "Get the family planning method I want, if I want one

"is less than or equal to "10")

66) Did using the chatbot give you more certainty, less certainty, or no change in your certainty (about getting the family planning method)?

- Less certainty
- No change
- More certainty
- I don't know/unsure

Validation: Min = 1 Max = 10

67) Get another family planning method if the one I want is not available

1 _____ [] _____ 10
[] Not applicable

Logic: Hidden unless: (#67 Question "Get another family planning method if the one I want is not available

"is greater than or equal to "1" AND #67 Question "Obtain another family planning method if the one I want is not available

"is less than or equal to "10")

68) Did using the chatbot give you more certainty, less certainty, or no change in your certainty (about getting another family planning method)?

- Less certainty
- No change

- More certainty
- I don't know/unsure

Validation: Min = 1 Max = 10

69) Stop using family planning and get pregnant again if/when I want to

1 _____ [] _____ 10
[] Not applicable

Logic: Hidden unless: (#69 Question "Quêter d'utiliser la planification familiale et retomber enceinte si/quand je veux

"is greater than or equal to "1" AND #69 Question "Stop using family planning and get pregnant again if/when I want to

"is less than or equal to "10")

70) Did using the chatbot give you more certainty, less certainty, or no change in your certainty (to stop family planning)?

- Less certainty
- No change
- More certainty
- I don't know/unsure

After using the chatbot

71) When you used Gabi's chatbot, were you worried that someone would find out?

- Not worried
- A little worried
- Yes, very worried

72) How important is it for you to have access to family planning information online?

- Not at all important
- A little important
- Very important

Logic: Hidden unless: #3 Question "Are you a man or a woman?" is one of the following answers ("Man")

73) Thank you for taking part in this survey. Before we finish, is there anything you'd like to tell us?

Page entry logic: This page will show when: #3 Question "Êtes-vous un homme ou une femme?" is one of the following answers ("Femme")

Interest in FP self-management

READ: We'd like to know what kind of family planning information you'd like to get on your own. By "on your own", we mean without necessarily consulting a healthcare provider.

74) Would you be interested in receiving a set of questions that you could use on your own to confirm whether you are pregnant?

- No
- Yes
- I already have these questions
- No answer

75) Would you be interested in receiving a set of questions you could use yourself to determine when you can get pregnant again after giving birth?

- No
- Yes
- I already have these questions
- No answer

76) Would you be interested in instructions and materials you could use yourself to find out which days of your menstrual cycle you can get pregnant?

- No
- Yes
- I already have these instructions/materials
- No answer

77) For each of these methods, how willing would you be to access them yourself?

	Arranged	Not sure/NR	Not willing
Cycle beads/SDM	[]	[]	[]
Condoms (male or female)	[]	[]	[]
Emergency contraception	[]	[]	[]
Daily oral contraceptive pills	[]	[]	[]
Injectable contraceptives (DMPA)	[]	[]	[]
Pregnancy test	[]	[]	[]

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Sorry

Logic: Hidden unless: (((QUESTION NOT FOUND! is one of the following answers [NO OPTIONS SET] OR #1 Question "Did you interact with Gabi's chatbot?" is one of the following answers ("No")) OR #2 Question "Is this the first time you've taken part in this survey?" is one of the following answers ("Yes")) OR #4 Question "How old were you on your last birthday? (Age in years)" is greater than "49") OR #4 Question "How old were you on your last birthday? (Age in years)" is less than "18")

You are not eligible for the survey. Thank you for your time.

Thank you!

Thank you for your participation. If you have any questions about the research, you can call Dr Denise Kpebo, the principal investigator, on [contact info removed], from 8am to 6pm.

Action: URL Redirect: To receive your airtime incentive, please enter your phone number in the new window

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